

Message

From: English, Beth (DPH) [/O=COMMONWEALTH OF MASSACHUSETTS/OU=MASSMAIL-01/CN=RECIPIENTS/CN=BETH.ENGLISH]
Sent: 2/15/2011 4:23:45 PM
To: Hanchett, James (DPH) [/O=COMMONWEALTH OF MASSACHUSETTS/OU=MassMail-01/cn=Recipients/cn=James.Hanchett]
CC: Dunn, Ceci (DPH) [/O=COMMONWEALTH OF MASSACHUSETTS/OU=MassMail-01/cn=Recipients/cn=Ceci.Dunn]
Subject: RE: DPH Staff - Move (Immunization phones)

Jim,
Sorry – I somehow missed that email. Do you need a full script of what we'd like the outgoing message to say, or is it something standard and we would just insert the names "press 1 for _____, press 2 for _____" etc?

Thanks,
Beth

Beth English

Deputy Program Manager - Operations
Massachusetts Department of Public Health
Division of Epidemiology and Immunization
305 South Street
Jamaica Plain, MA 02130
(617)983-6826
Email: Beth.English@state.ma.us
Website: www.mass.gov/dph
Blog: <http://publichealth.blog.state.ma.us>

From: Hanchett, James (DPH)
Sent: Tuesday, February 15, 2011 7:32 AM
To: English, Beth (DPH)
Subject: FW: DPH Staff - Move (Immunization phones)

Hi Beth,
I sent this email 1 month ago nobody responded. Email me the course of action you want the answering machine to make.
Jim

From: Hanchett, James (DPH)
Sent: Thursday, January 13, 2011 9:46 AM
To: English, Beth (DPH)
Subject: RE: DPH Staff - Move (Immunization phones)

Hi Beth,
Cost of service is \$8.00/ month, with an installation fee of \$15.00. I also need an email explaining course of action: i.e. Press 1 to speak with _____.

Jim

From: English, Beth (DPH)
Sent: Tuesday, January 11, 2011 2:18 PM
To: Connolly, Grace (DPH); Dunn, Ceci (DPH)
Cc: Danforth, Deborah (DPH); Hanchett, James (DPH)
Subject: RE: DPH Staff - Move (Immunization phones)

Thank you Ceci and Grace!

Jim, did OIT give you a cost for the service?

Thanks,
Beth

Beth English

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From: Connolly, Grace (DPH)
Sent: Tuesday, January 11, 2011 2:16 PM
To: Dunn, Ceci (DPH); English, Beth (DPH)
Cc: Danforth, Deborah (DPH); Hanchett, James (DPH)
Subject: RE: DPH Staff - Move (Immunization phones)

Hello,
Debbie Danforth manages the ISA for the Amherst phone service. Once UMass knows the cost please let her know and she'll complete the paperwork. Thanks.

Grace

From: Dunn, Ceci (DPH)
Sent: Tuesday, January 11, 2011 2:11 PM
To: English, Beth (DPH); Connolly, Grace (DPH)
Subject: RE: DPH Staff - Move (Immunization phones)

I presume so, but it might mean that we increase one of our ISAs with UMASS. I'll forward to Grace. Grace, can you help?

Thanks,

Ceci

Ceci Dunn

Director of Operations, Bureau of Infectious Disease
Massachusetts Department of Public Health
250 Washington Street, 3rd Floor
Boston, MA 02108-4619
617-624-5370 (Tuesday afternoons, Wednesday mornings)
617-983-6548 (all other times)
Email: Ceci.Dunn@state.ma.us
Website: www.mass.gov/dph
Blog: <http://publichealth.blog.state.ma.us>

From: English, Beth (DPH)
Sent: Tuesday, January 11, 2011 2:05 PM
To: Dunn, Ceci (DPH)
Subject: FW: DPH Staff - Move (Immunization phones)

Hi,
See below.
So, how do I proceed? Would we do a PO here?
Thanks,
Beth

Beth English

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From: Hanchett, James (DPH)
Sent: Tuesday, January 11, 2011 1:51 PM
To: English, Beth (DPH)
Subject: RE: DPH Staff - Move (Immunization phones)

Talked with OIT, and we will have to set a voice mail account with the University to handle redirect calls. There is a charge for the service so I think we need purchasing approval.

Jim

From: English, Beth (DPH)
Sent: Tuesday, January 11, 2011 1:26 PM
To: Hanchett, James (DPH)
Cc: Dunn, Ceci (DPH)
Subject: RE: DPH Staff - Move (Immunization phones)

Thanks for the information you forwarded. I am wondering specifically about the re-direct for the 'general' phone line in 222 – we were hoping it would be possible for that line to redirect callers to one of the individual staff (as in “thank you for calling the MDPH Amherst Office, press 1 to speak to Suzanne, 2 for Marija,...etc) Steve thought we would go through you, is that correct?

Thanks,
Beth

Beth English

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From: Hanchett, James (DPH)
Sent: Tuesday, January 11, 2011 1:18 PM
To: English, Beth (DPH)
Subject: RE: DPH Staff - Move (Immunization phones)

I will forward the last info I have. Check with Steve or Rick.

Jim

From: English, Beth (DPH)
Sent: Tuesday, January 11, 2011 1:11 PM
To: Hanchett, James (DPH)
Cc: Dunn, Ceci (DPH)
Subject: RE: DPH Staff - Move (Immunization phones)

Hi Jim,

As our staff is moving on Thursday we are anxious to get a response about the phone set up. Can you let me know if there is someone else I should approach about this?

Thanks,
Beth

Beth English

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From: English, Beth (DPH)
Sent: Thursday, January 06, 2011 5:14 PM
To: Hanchett, James (DPH)
Cc: Dunn, Ceci (DPH)
Subject: RE: DPH Staff - Move (Immunization phones)

Hi Jim,

We have a question regarding the Immunization Program phones at Morrill. My understanding is that there are currently 4 phone lines dedicated for IMM program staff – a general line, then a line each for Marija, Suzanne, and Helen. We were hoping to maintain all 4 lines, with the ‘general’ line stationed in room 222, which would redirect callers to one of the individual staff (as in “thank you for calling the MDPH Amherst Office, press 1 to speak to Suzanne, 2 for Marija,...etc) Would you be the appropriate person to set that up for us?

If not, do you know who I should contact?

Thanks in advance,
Beth

Beth English

Deputy Program Manager - Operations
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From: Lobik Stephen [<mailto:slobik@facil.umass.edu>]
Sent: Wednesday, January 05, 2011 1:38 PM
To: Dunn, Ceci (DPH); English, Beth (DPH)
Cc: Connolly, Grace (DPH); Pocsik Mark; Shaw Tom; Ewart Burt
Subject: DPH Staff - Move

Ceci and Beth,

I just got an update on the work remaining in 224 (formerly 224A) The door is out and the wall will be complete by the end of the day. Painter is scheduled for tomorrow and floor is scheduled to be waxed on Friday. Monday the furniture will be delivered and installed. The space will be ready to schedule a move anytime after Monday. Jim Hanchett will have to coordinate the phone moves because he is the TUG rep for DPH on campus. Jim just did it for the phones in his area. Can you start looking at what days might work for you? Once you give me a few days I will contact the movers. If you have any questions please let me know.

Thanks,

Stephen

Stephen Lobik

Capital Project Manager

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